

Services Available To Hurricane Evacuees Through The Alabama Department Of Human Resources (DHR)

- ◆ Hurricane evacuees with children may apply for a one-time cash payment ranging from \$760-\$1,100, depending upon family size. In order to qualify, applicants' gross monthly income must be less than 200% of the federal poverty level. Evacuees should apply at the local DHR office in the county where they currently reside. Applicants must provide a valid social security number for each adult included in the application. **October 31, 2005 is the application deadline for these one-time payments.** Current recipients of Temporary Assistance for Needy Families (TANF) are NOT eligible for these payments.
- ◆ Evacuees may apply for food stamp benefits at the local DHR office in the county where they currently reside. Processing of these applications will be expedited, and eligible families will be notified within seven calendar days. The food stamp benefits will be issued via an Electronic Benefit Transfer (EBT) card, which will be mailed to applicants who have a mailing address. Eligible applicants who do not have a mailing address may pick up the EBT card at the county DHR office where they applied.
- ◆ Evacuees who are already participating in the food stamp program may use their EBT cards to access their food

stamp benefits. This includes Louisiana and Mississippi food stamp recipients who are currently residing in Alabama.

- ◆ The Department of Human Resources (DHR) is available to provide counseling and referrals for evacuees coping with stress caused by displacement, loss of contact with loved ones, property losses and other hurricane-related issues.
- ◆ DHR coordinates with social service agencies in Louisiana, Mississippi and other states to provide protective services for children, the elderly and the disabled. This includes investigating reports of suspected abuse or neglect.

The following are toll free numbers available to assist hurricane victims with DHR-related programs and services:

Alabama food stamp recipients with hurricane-related food stamp questions or who need replacement cards should call 1-866-465-2285

Alabama's Electronic Benefit Transfer (EBT)
Customer Service Number is 1-866-465-2285

Alabama hurricane victims with hurricane-related questions about their child support checks should call 1-800-951-1274

Louisiana evacuees who were receiving food stamp benefits, and who need to request a replacement EBT

card to access their food stamps should call 1-888-524-3578

Louisiana food stamp recipients who need a replacement EBT card but who do not know their EBT card number should call 1-888-997-1117

Louisiana food stamp recipients with certification questions should call 1-866-334-8304

Louisiana hurricane victims with child support questions should call 1-800-256-4650

Louisiana foster parents who want to contact child welfare services in their home state should call 1-800-259-3428

Mississippi evacuees who were receiving food stamp benefits in their home state, and who need to request a replacement Electronic Benefit Transfer (EBT) card or get their EBT card number should call 1-866-449-9488

Mississippi food stamp recipients with certification questions should call 1-800-948-4060

Mississippi's EBT Customer Service Number is 1-866-512-5087

Mississippi hurricane victims with child support questions should call 1-866-388-2836

Mississippi foster parents who want to contact child welfare services in their home state should call 1-800-821-9157

Mississippi and Louisiana hurricane victims with child support questions may also contact their home state by calling numbers that are NOT toll free. For Mississippi, the number is (601) 359-4861. For Louisiana, the number is (225) 922-8100.

Evacuees may also call Alabama DHR's Public Accountability and Commitment Team (PACT) Unit toll free at 1-888-658-6585.